



IFW

NIP-216

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicants: Tooru HORIE et al.  
Serial No.: 09/775,575  
Filed: February 5, 2001  
For: ANSWER SYSTEM FOR TECHNICAL SUPPORT, AND  
TECHNICAL SUPPORT METHOD  
Group: 2167  
Examiner: L. Black

**SUPPLEMENTAL PRELIMINARY AMENDMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

February 6, 2006

Sir:

As a supplement to the Preliminary Amendment filed on January 27, 2006  
and preliminary to the examination of the RCE being filed on January 27, 2006,  
please consider the following amendments and remarks.

**Amendments to the Claims** begin on page 2.

**Remarks** are included following the amendments.